

“All in to Win”
2018 Delaware One-Stop System Convening
May 17, 2018; 8:30am – 3:00pm
Del-One Conference Center, DelTech/Terry

About the Convening

- This is an annual opportunity for One-Stop System frontline staff, with similar clients and similar missions, to meet & learn from one another's programs.
- The Convening is also meant to engage and excite staff with opportunities for service improvement.
- **The goal of Delaware's workforce development system** – “to bring together workforce development, educational, and other human resource services in a seamless customer-focused service delivery network that enhances access to the programs' services and improves long-term employment outcomes for individuals receiving assistance.

Convening Schedule

- 8:30 – 9:00am Continental breakfast
- 9:00 - 9:20am **Welcoming Remarks:** Gary Stockbridge, Chair of the DE Workforce Development Board; Chair of the Delaware State Chamber of Commerce Board of Directors and Delmarva Power Region President
- 9:20 – 9:40am **Delaware's Updated WIOA Plan:** William Potter, Director, DE Workforce Dev. Board
- 9:40 – 10:00am **Success Stories – Changing Occupations:** Jean Pepper, Div. of Libraries, Inspiration Space
- 10:00 – 10:30am **Career Pathways for the Evolving World of Work:** Rachel Pleasants McDonnell, Associate Director, Jobs for the Future
The labor market is changing fast: increased automation and technological advancement is shifting the types of jobs available, and other trends like the growing gig economy, flexible schedules, and even the ability to work remotely are changing the nature of work itself. Preparing workers for lifelong careers in this new world of work means re-thinking our education and workforce systems. In this plenary we'll talk about what we know about the future of work and consider how our career pathway systems can evolve to better meet jobseekers – both youth and adults - where they are today and for long-term success.
- 10:30 – 11:00am **Beverage Break and Time to Network**
- 11:00 – 11:50am **1st Workshop Selection**
 - Insights & Tips from Human Resource Personnel
 - Evolving WIOA (Workforce Innovation & Opportunity Act)
 - Trauma Informed Care – Impact for Learners and Job Seekers
- noon – 1:00pm **Lunch**
- 1:00 – 1:50pm **2nd Workshop Selection**
 - Shared Case Management & the Integrated Resource Team
 - Maximizing DJL
 - Building Career Pathways for Adult Learners
- 1:50 – 2:10pm **Travel Time to Final Workshop**
- 2:10 – 3:00pm **3rd Workshop Selection**
 - Collaborating for Wilmington's Workforce: a public-private partnership model for financial services industry
 - Collaborative Business Engagement in the American Job Center
 - 2-1-1: Strengthening Links to Community Services

Workshops Descriptions

- **Insights & Tips from Human Resource Managers** – Human Resource Professionals from the State of Delaware, Christiana Care, Royal Farms and Dover Downs
This panel will share typical interview questions, provide tips to increase chances of getting an interview and getting hired. This panel will also discuss changes to the job application process that have occurred and explain the importance of assessment tests. Finally, they will review any positions in their organization where a person can get hired if they have a criminal background.

- [Maximizing Delaware JobLink \(DJL\)](#) - Ron Hargrove, Employment Specialist III & Richard Fernandes, Administrator, DOL, Division of Employment and Training
*This workshop will provide an overview of how to register, build a resume, and find job order matches in DJL. The workshop will also include a demonstration of Career Lattices and show how to find the many resources in DJL. **Sponsored by the DE Dept. of Labor, Division of Employment & Training***
- [Trauma Informed Care/Adverse Child Experiences \(ACES\): Impact for Learners & Job Seekers](#) – Jeri Gue, Statewide Teacher of Curriculum, Adult & Prison Education, Dept. of Education
*There is a growing understanding of the impact of trauma and adverse child experiences on job seekers and learners. This workshop will explain key concepts, identify trauma triggers, review responses to trauma and provide insight into our role in supporting someone who has experienced a high level of trauma in their lives. **Sponsored by the DE Dept. of Education, Adult and Prison Education***
- [Collaborative Business Engagement in the American Job Center: \(Approaches in 6 States\)](#) – Doug Keast, Project Director & Lou Adams, Training & Technical Assistance Manager, WINTAC NDI Team
*The WIOA vision for job seekers is a less complicated service structure with a reduced requirement for the customer to be savvy to the system in order to be successful in using the available services. But what about the business customer? Is there a benefit for the system in meeting the business service needs collaboratively? This presentation will provide an overview of the experiences of 6 states in developing a collaborative business approach. **Made possible by technical assistance funding from the US Dept. of Education***
- [Evolving WIOA \(Workforce Innovation & Opportunity Act\)](#) – Joyce Ottinger, Contract Specialist, DOL/DET
*This workshop will provide an introduction to WIOA legislation and what Delaware is doing to maximize our services, using WIOA guidelines. It will review Delaware's approach and share resources that are available to Partner Program staff. **Sponsored by the DE Dept. of Labor, Division of Employment & Training***
- ["Building Career Pathways for Adult Learners"](#) - Rachel Pleasants McDonnell, Associate Director, Jobs for the Future
*In this working session we will talk about how Delaware can build a more comprehensive career pathways system that serves both youth and adults. In particular, we will talk about how existing 9-14 pathways and CTE programs of study can be adapted to work for adult learners, including the partners that need to be engaged in an adult career pathway system, essential program components, and effective programmatic models for underprepared and harder-to-serve populations. We will explore existing programs and resources that can be leveraged to support career pathways for adults and identify potential strategies that the state can use to start putting a system into place. **Sponsored by the DE Dept. of Education, Career & Technical Education***
- [Collaborating for Wilmington's Workforce: a public-private partnership model for financial services industry](#) – Peggy Geisler (PMG Consulting) will moderate and there will be representation from WLA Leadership, WSFS Management (Partner Employer) and Generation (Workforce Development) Partner
*As WLA (Wilmington Leader's Alliance) assessed the workforce landscape in Wilmington, a priority need identified for residents and employers alike is a robust soft skills training program. WLA is working with Generation to launch a soft skills job training program for the financial services industry. This program will train for positions in retail banking such as customer facing tellers and customer service call centers and the panel, consisting of key partners in the creation of this program, will talk about the process that led to this unique pilot program and how it could impact the workforce in the city of Wilmington. **Sponsored by the Wilmington Leaders Alliance.***
- [Shared Case Management and the Integrated Resource Team \(IRT\)](#) - Doug Keast, Project Director & Lou Adams, Training & Technical Assistance Manager, WINTAC NDI Team
*Sharing expertise in customer service often means that a customer might have more than one case manager in a service system, especially for individuals with multiple challenges. This can be confusing for case managers and customers alike. However, in the vision of WIOA, locally developed strategies can turn this confusion into opportunity for job seekers and for partner agencies in meeting performance. This session will focus on the use of the "Integrated Resource Team" strategy being used in AJCs across the country mobilize the diverse expertise of all of the partners to increase the quality of customer outcomes and decrease amount of time to reach those outcomes. **Made possible by technical assistance funding from the US Dept. of Education***
- [2-1-1: Strengthening Links to Community Services](#) - Donna Snyder-White, United Way of Delaware
The 2-1-1 system is an "information helpline" to connect people to "the essential health and human services they need". In order to help job seekers and learners, we need to be able to effectively access other resources for them. This session will provide instruction on how to effectively access information by type of service, by location and so much more. The One-Stop System is working with 2-1-1 to ensure that all Partner agencies are included and that staff have opportunities to learn how to effectively use 2-1-1.